

# Well-being in Work

## A toolkit for Managers

# Managers can positively impact the wellbeing of their team

When staff feel a high level of well-being, they are more engaged and productive at work.



Being mindful  
'people always remember how you make them feel'

# What's in the Toolkit

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WAYS OF  
WORKING



MANAGING  
REMOTELY



WELL-BEING  
CONVERSATIONS



RECOGNITION



WELL-BEING  
OFFER FOR ALL



# Ways of Working

## Managers role

- Build **trusting relationships** with your team – most people have the intention of doing a good job
- **Communicate** regularly with your teams, schedule regular team meetings and 1 to 1 conversations
- Be **clear what is expected** and manage outcomes rather than time
- **Support** your team to have a healthy work life balance, ensure that they take regular breaks, have time for their lunch and take annual leave
- Ensure your **team know about the resources available** to support their well-being

## Tools to support

- [WOW Guidance](#)
- [WOW Frequently Asked Questions](#)
- [Annual Leave](#)
- Encourage Screen Free Time
- [Well-being Conversations](#)
- [Well-being in work – Virtual Poster](#)



# Managing Remotely

## Managers Role

- **Organise your days** and support your teams to do the same
- **Be visible** and keep in touch
- Ensure your team has **a healthy and safe space to work**
- Keep up the **Team Spirit**
- Encourage your **team to make use of the well-being resources** available

## Tools to support

- Hints and Tips for [Managing Remotely](#)
- [Reducing the Risks from Display Screen Work](#)
- [Let's Brew Session](#)
- Tips for [Socialising at Work](#)
- [Staff Wellbeing Zone](#)
- [Well-being in Work – virtual poster](#)
- [Mental Health First Aiders](#)



# Well-being Conversations

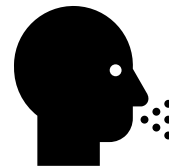
## Managers Role

- To **care for the well-being of your team**
- Show genuine interest and **get to know your team**
- Encourage **open and honest** conversation in 1 to 1 meetings
- **Coach** them to find solutions to problems
- Take appropriate action to **help and support them**

## Tools to support

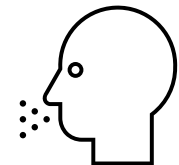
A wellbeing conversation can be part of your usual 1 to 1. Be supportive encourage open and honest conversation.

Don't rely on the usual..



Manager: Hi Fred, how are you?

Team Member: Hi Molly, fine thanks



Try some new ideas [Well-being Conversations](#)

# Questions to encourage open, honest and supportive Well-being Conversations



Scale Questions	Other Questions	Questions about solutions
<p>On a scale of 1 to 10 where 10 is best, how are you feeling today?</p> <p>What has got you to this score?</p> <p>What would you want to try to get the score 1 point higher?</p> <p>Imagine if you could do something to improve this score – what would it be?</p>	<p>Tell me about what is working well?</p> <p>How are you finding home schooling?</p> <p>How are you managing with taking care of [relative / friend]?</p> <p>What would help with.....?</p> <p>Tell me about ways you are keeping in touch with friends / family?</p> <p>How are you managing working from home?</p>	<p>What needs to happen?</p> <p>How can I support you to ....?</p> <p>What would help with....?</p> <p>How willing are you to try...?</p> <p>What is stopping you?</p> <p>If you tried ..... would this be better?</p> <p>What is a better option for you?</p>

If you are worried about a team member, speak to HR about putting appropriate support in place



# Recognition

## Managers Role

- Show **you value** the contribution your team make
- Say **thank you** for a job well done
- **Encourage** your team members to thank others

## Tools to support in Microsoft Teams

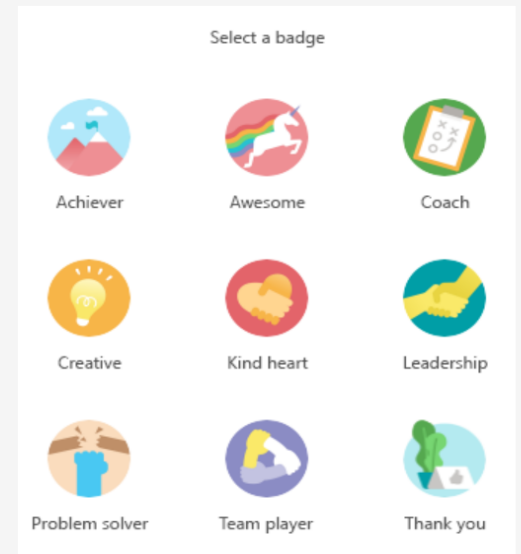
### Send Praise to people

[Desktop](#)

[Mobile](#)

Science agrees: People are happier and more productive when they get recognition for their efforts. Send acclaim to your employees and coworkers with Praise. Deliver in a chat, or for wider recognition, send it in a channel conversation. Revel in the good vibes.

1. Below the space where you write a new message or reply, select **Praise** or click **Messaging extensions** \*\*\* to find it.
2. Choose a badge.
3. Add the name of the people you want to praise and an optional description.
4. Select **Preview**.
5. Once it's ready to go, click **Send**.



*Choose your brand of Praise.*





# Health & Well-being Offer

## Managers Role

- Communicate with team the well-being offer and resources available to all staff
- The virtual poster includes the links to make access to the resources simple and easy

## Tools to support

- [Virtual Poster](#)

# Tools and resources to support Workplace well-being



## Staff Well-being Zone

Information, hints & tips to support physical and mental well-being all in one place

## Staying Connected

Staff Facebook Page

Let's Brew

## Physical well-being

Stay Active, and eat healthy, resources hints and tips

St Helens Virtual Couch to 5K

Buddy Boost Challenge

Online Fitness Classes

## Mental well-being

Supporting Mental Health & Wellbeing, resources, hints and tips

Mental Health First Aiders

Able Futures

## Supporting well-being

Support for operational frontline staff with Our Frontline

Hints and tips to help adapt to working from home Adapting to the

New Normal

St Helens Library Digital Services

Support for your young family members

# Grow Your Happy

